

ABSTRACT OF THE DISCLOSURE

5 A computer system, and associated method, with a
tool for processing error alerts issued during
distribution of application packages to network client
devices. The tool validates error alerts to filter out
erroneous alerts and parses error alerts to obtain a
subset of information useful for tracking each error
alert and for producing maintenance job tickets.
10 Threshold limits for each type of error are utilized to
further filter the error alerts by updating counts for
each type of error and comparing these counts to the
threshold limits. Once a threshold limit is exceeded,
the tool performs further verification to determine
whether a job ticket should be issued including
15 performing a look up for the affected network device in
an outage notice file. A job ticket is created which
includes verified information and the ticket is then
transmitted to the maintenance center determined
responsible for servicing the affected network device.

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